Quality standard guidelines for I.T. Enabled Services

2627. SHRI R.P. GOENKA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether a Standarisation Testing and Quality Certification Core Team is working on a set of quality standard guidelines for the Information Technology Enabled Services;

(b) if so, the details thereof with its present status; and

(c) the details of the private sector experts and leaders in Information Technology associated with the team to take advantage of their rich experience?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI PRAMOD MAHAJAN): (a) Yes, Sir.

(b) and (c) Draft Guidelines for 'Implementation of ISO 9001: 2000 in Call Centres' have been developed and circulated to relevant industry for comments. Preliminary discussions initiated with International certification/standardization agencies.

Shifting of Lower Koti Branch Post Office

†2628. SHRI ANIL SHARMA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government propose to upgrade Lower Koti Branch Post Office into a departmental sub-post office which comes under district Shimla;

(b) if so, the details thereof; and

(c) if not, the reasons therefor?

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†Original notice of the question was received in Hindi.

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) to (c) The percentage of income to cost of Lower Koti Branch Post Office in Shimla District is 8.2% whereas, as per the prescribed norms the percentage of income to cost of a Branch Post Office in a hilly area should be at least 15%. Therefore, there is no proposal to upgrade Lower Koti Branch Post Office to a Departmental Sub-Post Office.

Interests of I.T. workers in U.K.

2629. DR. C. NARAYANA REDDY: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether any survey has been conducted by a trade body of U.K. on the Indian Information Technology workers;

(b) whether it is a fact that the U.K. based Indian Information Technology workers are worried over the trend of 'Indians go home' in U.K.; and

(c) if so, the steps Government propose to take to safeguard their interests in U.K.

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI PRAMOD MAHAJAN): (a) Government is not aware of any such survey.

(b) Government has not received any such feedback.

(c) Does not arise.

Software exports

2630. PROF. M. SANKARALINGAM: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that software exports came down after September 11, 2001 terrorist attack in America;

(b) if so, the details thereof;